



U.S. DEPARTMENT OF COMMERCE

Bureau of the Census

Chicago Regional Census Center

Recruiting Bulletin

The U.S. Census Bureau is an Equal Opportunity Employer

Recruiting Bulletin No. ELCO-2540-AT

ISSUE DATE: July 19, 1999

CLOSING DATE: Until sufficient applications are received. Bulletin will be opened for a minimum of 10 working days.

Automation Technician - SALARY \$13.75 per hour

Duty Station: New Albany, IN.

Enter on Duty Date: 9/1/99

The Automation Technician is the first line of contact for all hardware, software, and telecommunication problems in the Local Census Office (LCO) and between the LCO and the Regional Census Center (RCC). This job includes troubleshooting duties and evaluating, analyzing, and coordinating workflow of documents to and from the Assistant Managers. The individual would also participate in the technical portion of the daily LCO Manager and Assistant Manager meeting.

QUALIFICATIONS: All candidates must pass the Field Employee Selection Aid - 30 minute written examination and background check as well as submit an Optional Application for Federal Employment (OF-612) or a resume. Applicants must demonstrate the ability to perform troubleshooting duties by identifying software problems in a Windows 95 environment, solving the problem or communicating the problem to an off site center for resolution. This includes experience or education which has provided a working knowledge of Windows 95; PC operating systems technical terms; software packages such as Corel Word Perfect and Quattro Pro; and local area networking.

CONDITIONS OF EMPLOYMENT: During high volume/peak periods, incumbent must be able to work overtime and/or change work schedule. Normally, the work schedule change will be approximately 2 to 3 hours

DUTIES AND RESPONSIBILITIES

- * Identifies problems with hardware or software in a windows 95 environment and solves the problems when possible or records pertinent details about the problems, communicates the problems to the RCC computer specialists who provide technical support to the LCO, and resolves the problems by following instructions from the RCC.

- * Works closely with the RCC automation staff to develop solutions to problems. As necessary and only when directed to do so, contacts the Decennial PC/Software Support Desk personnel to obtain technical guidance.
- * Working knowledge of the telecommunication hardware, including the cabling between the Channel Service Unit/Data Service Unit (CSU/DSU), Router/Hub, Netware Server, Personal Computers (PCs), and printers.
- * Provides technical guidance and support to users on the Local Area Network (LAN and WAN) at the LCO.
- * Trains LCO employees on the proper usage and care of automation equipment.
- * Trains LCO employees on Windows 95, "mouse" navigation, bar code wand, E-mail, WordPerfect, Quattro Pro, and Paradox.

Provides support to all users with system-based question.

- * Coordinates printing activities and assures that printers are prepared to handle large, long-running print jobs without jams, breakdowns, toner shortages, and so on.
- * Allocates PCs according to workflow.
- * Generates reports from PAMS/ADAMS and OCS-2000 for the managerial staff.
- * Functions as a keyer for PAMS/ADAMS and OCS-2000 when other duties allow.
- * Through communication with the Regional Census Center automation staff, coordinates requests to set up LAN accounts, mail accounts, PAMS/ADAMS, OCS 2000, and user IDs.

Call the following office for additional information: **Toll free 1-888-325-7733**

****AN EQUAL OPPORTUNITY EMPLOYER****

The Bureau of the Census does not discriminate on the basis of age, race, color, sex, creed, national origin, lawful political affiliation, disability, marital status, affiliation with an employee organization, sexual orientation, or other non-merit factor.